| Electronic Patent A                     | \pp                                     | olication Fee | Transm   | ittal  |                         |  |  |  |
|-----------------------------------------|-----------------------------------------|---------------|----------|--------|-------------------------|--|--|--|
| Application Number:                     | 10645438                                |               |          |        |                         |  |  |  |
| Filing Date:                            | 21-Aug-2003                             |               |          |        |                         |  |  |  |
| Title of Invention:                     | Management of queues in contact centres |               |          |        |                         |  |  |  |
| First Named Inventor/Applicant Name:    | Tony McCormack                          |               |          |        |                         |  |  |  |
| Filer:                                  | Mark A Hagedorn/Maggie Ballesteros      |               |          |        |                         |  |  |  |
| Attorney Docket Number:                 | 920673-94702                            |               |          |        |                         |  |  |  |
| Filed as Large Entity                   |                                         |               |          |        |                         |  |  |  |
| Utility under 35 USC 111(a) Filing Fees |                                         |               |          |        |                         |  |  |  |
| Description                             |                                         | Fee Code      | Quantity | Amount | Sub-Total in<br>USD(\$) |  |  |  |
| Basic Filing:                           |                                         |               |          |        |                         |  |  |  |
| Pages:                                  |                                         |               |          |        |                         |  |  |  |
| Claims:                                 |                                         |               |          |        |                         |  |  |  |
| Miscellaneous-Filing:                   |                                         |               |          |        |                         |  |  |  |
| Petition:                               |                                         |               |          |        |                         |  |  |  |
| Patent-Appeals-and-Interference:        |                                         |               |          |        |                         |  |  |  |
| Post-Allowance-and-Post-Issuance:       |                                         |               |          |        |                         |  |  |  |
| Extension-of-Time:                      |                                         |               |          |        |                         |  |  |  |
| Extension - 3 months with \$0 paid      |                                         | 1253          | 1        | 1110   | 1110                    |  |  |  |

| Description                       | Fee Code | Quantity          | Amount | Sub-Total in<br>USD(\$) |  |  |
|-----------------------------------|----------|-------------------|--------|-------------------------|--|--|
| iscellaneous:                     |          |                   |        |                         |  |  |
| Request for continued examination | 1801     | 1                 | 810    | 810                     |  |  |
|                                   | Tot      | Total in USD (\$) |        |                         |  |  |